Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Community and Culture	1 1	104 63	105 64
Customer Company Total	1 1	104 63	105 64

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Community and Culture	1 0	104 2	105 2
Customer Company Total	1 0	104 2	105 2

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Community and Culture	1	104	105
	0.00	10.59	10.49
Customer Company Total	1	104	105
	0.00	10.59	10.49

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Community and Culture	1 0	104 4	105 4
Customer Company Total	1 0	104 4	105 4

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number - Average time in hours**		
	High	**Low**	**ATTR Total**
Community and Culture	1	104	105
	0.20	11.24	11.13
Customer Company Total	1	104	105
	0.20	11.24	11.13

Community and Culture

Detail

INC	Name	Category	Type	Item	TIR Missed	TIR
INC000000311508	Marianne Wilson	Gascard	None	None	TIR Missed: Yes	TIR: 1037.49
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 1037.49
INC000000391075	Shawn Bliss	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.76
INC000000391267	Shar Lewis	Mobile Devices	Error	Droid	TIR Missed: Yes	TIR: 53.44
	Purchasing Support	Kathy Kirtz	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 53.44
INC000000391463	Candace Powers	Telecom	Hardware	None	TIR Missed: No	TIR: 0.11
	Voice/Data/WAN Services	T Artis	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000391469	Gayle Gardner	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR: 0.18
	Voice/Data/WAN Services	T Artis	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000391562	Pat tompkins	Network	Performance	None	TIR Missed: No	TIR: 0.72
	Rural South Desktop Support	Lance Nay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.72
INC000000391785	Janice Reed-Campbell	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Hosting	Keith Scholl	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.04
INC000000391929	Julie A Anderson	Telecom	Feature	Telephone	TIR Missed: No	TIR: 0.25
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000392531	Gordon Walker	Application	Error	State Payroll System	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392535	Kathy Kirtz	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000392794	Jean Irwin	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.36
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000393509	Alyssa Grove	Telecom	Call/Receive	None	TIR Missed: No	TIR: 0.07
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000393536	April DeGroff	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394076	Claudia Borjas	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.84
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.84
INC000000394132	Leah Garrett	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.40
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.13
INC000000394226	Leah Piccolo	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.17
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.24

Community and Culture

INC000000394724	Jason Bowcutt	Application	Error	Mozilla Firefox	TIR Missed: No	TIR:	0.26
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000394801	Katie Woslager	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000394863	Sara Wever	Wireless Connectivity	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000394874	Sara Wever	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000394948	Juan Lee	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	3.78
INC000000395374	Derinna Kopp	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.12
	Application Services	Martin Gonzalez	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	6.17
INC000000395386	Glenna Matekel	Application	Error	Employee Gateway	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000396020	Matthew Turner	PC/Laptop	None	None	TIR Missed: No	TIR:	0.97
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000396179	Jean Irwin	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.56
INC000000396284	Shad West	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.92
INC000000396540	Doug Gould	None	None	None	TIR Missed: No	TIR:	0.46
	Security	Bart Grant	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000397122	Laura Durham	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.30
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000397228	Paula Stuart	Application	Error	None	TIR Missed: No	TIR:	0.90
	Metro B Desktop Support	Torri Randa	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	23.19
INC000000397282	Alyssa Grove	Telecom	Call Management	None	TIR Missed: No	TIR:	0.57
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR:	5.30
INC000000397418	Darci Card	Network	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.43
INC000000397431	Stephen Matthews	None	None	None	TIR Missed: No	TIR:	0.12
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.23
INC000000397885	Jeri Openshaw	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.41

Community and Culture

INC000000398014	Sara Wever	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000398095	Shar Lewis	Mobile Devices	Error	None			TIR Missed: No	TIR:	0.57
	Application Services	Dustin Crump	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.57
INC000000398528	Mary Ellen Martinez	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.26
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000398541	Jeri Openshaw	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.41
INC000000399260	Mary Ellen Martinez	None	None	None			TIR Missed: No	TIR:	0.24
	Metro B Desktop Support	Bill Crowther	Community and Culture	Low	Closed		TTR Missed: No	TTR:	4.97
INC000000399399	Claudia Borjas	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000399417	Kathy Kirtz	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000399539	Shar Lewis	Remote Connectivity	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.22
INC000000399605	Chris Frederickson	None	None	None			TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000399659	Scott Brooks	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.72
	Metro B Desktop Support	Wayne Higgs	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	3.94
INC000000401274	Debi Graham	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.25
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	1.14
INC000000402525	Kathy Kirtz	None	None	None			TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000402622	Wilson Martin	Mobile Devices	Error	Droid			TIR Missed: No	TIR:	0.10
	Application Services	Dustin Crump	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000402712	Brian Richards	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000402713	Brian Richards	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000402714	Brian Richards	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000402715	Brian Richards	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00

Community and Culture

INC000000402716	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402717	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402718	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402719	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402720	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402721	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402722	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402723	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402724	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402725	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402726	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402727	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402728	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402821	Sheryl Featherstone	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402870	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402873	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000402874	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00

Community and Culture

INC000000402875	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402876	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402878	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402880	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402881	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402883	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402885	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402887	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402889	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402890	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402894	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402896	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402897	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402898	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402900	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402902	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000402905	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00

Community and Culture

INC000000402907	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000402908	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000402926	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000402931	Brian Richards	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000403040	Yvette Rhodes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.08
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000403666	Yvette Rhodes	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Strategic Communications	Luis Larios	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	5.43
INC000000403992	Mary Ellen Martinez	Application	None	None		TIR Missed: No	TIR:	0.48
Metro B Desktop Support	Peter Musser	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.64
INC000000404402	Jan Sonshine	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000404721	Fletcher Booth	Gascard	None	Gascard		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000404748	Claudia Nakano	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Community and Culture	High	Resolved		TTR Missed: No	TTR:	0.20
INC000000404965	Rosalinda Tsosie	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000405096	Jean Irwin	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	3.10
INC000000405178	Sara Wever	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.11
Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000405410	Eva Salazar	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000406179	Lloyd Pendleton	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000406682	Jen Parsons-Soran	Application	Reporting	None		TIR Missed: No	TIR:	0.57
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.57
INC000000406946	Jean Irwin	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.17

Community and Culture

INC000000407120	Kimbal Hale	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.51
INC000000407283	Jean Irwin	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.45
INC000000407489	Londi Rowley	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000407518	Mary Ellen Martinez	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00